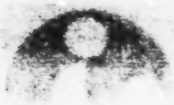
THE
53RD ANNUAL REPORT
OF THE
PROVINCIAL PUBLIC
LIBRARIES BOARD
FOR THE
YEAR ENDED MARCH 31, 1989

92-07866/



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NEWFOUNDLAND PUBLIC LIBRARY SERVICES
ARTS & CULTURE CENTRE, ST. JOHN'S, NEWFOUNDLAND A1B 3A3

Honourable Eric Gullage, M.H.A.
Minister, Department of Municipal
and Provincial Affairs
Government of Newfoundland and Labrador
St. John's, Newfoundland

Dear Sir:

In accordance with the revised Public Libraries Act, 1988, we hereby submit the report of the Provincial Public Libraries Board for the year ended March 31, 1989.

Agnes Richard
Agnes Richard, Chairperson

Pearce J. Penney
Pearce J. Penney, Provincial
Director and Secretary
to the Board

TELEPHONE (709) 737-3964, 3965, 3966, 3967 / ENVOY: ADMIN. NPL

BOARD MEMBERSHIP
1988-89

Chairperson:	Agnes Richard
Vice-Chairperson:	Suzanne Sexty
Secretary:	Pearce J. Penney

Don Blackmore
Alan Hall
Job Halfyard
Gladys Marche
Calvin Taylor
Gladys Snow
Julia Swyer

Margaret May
Kelvin Fowler
Roma Hicks
Leila Janes
Stewart Ralph
John Snow

Standing Committees

Executive
Agnes Richard
Suzanne Sexty
Kelvin Fowler
Don Blackmore
John Snow
Margaret May
Calvin Taylor

Finance
Don Blackmore
Stewart Ralph
John Snow
Leila Janes
Calvin Taylor
Gladys Marche
Suzanne Sexty

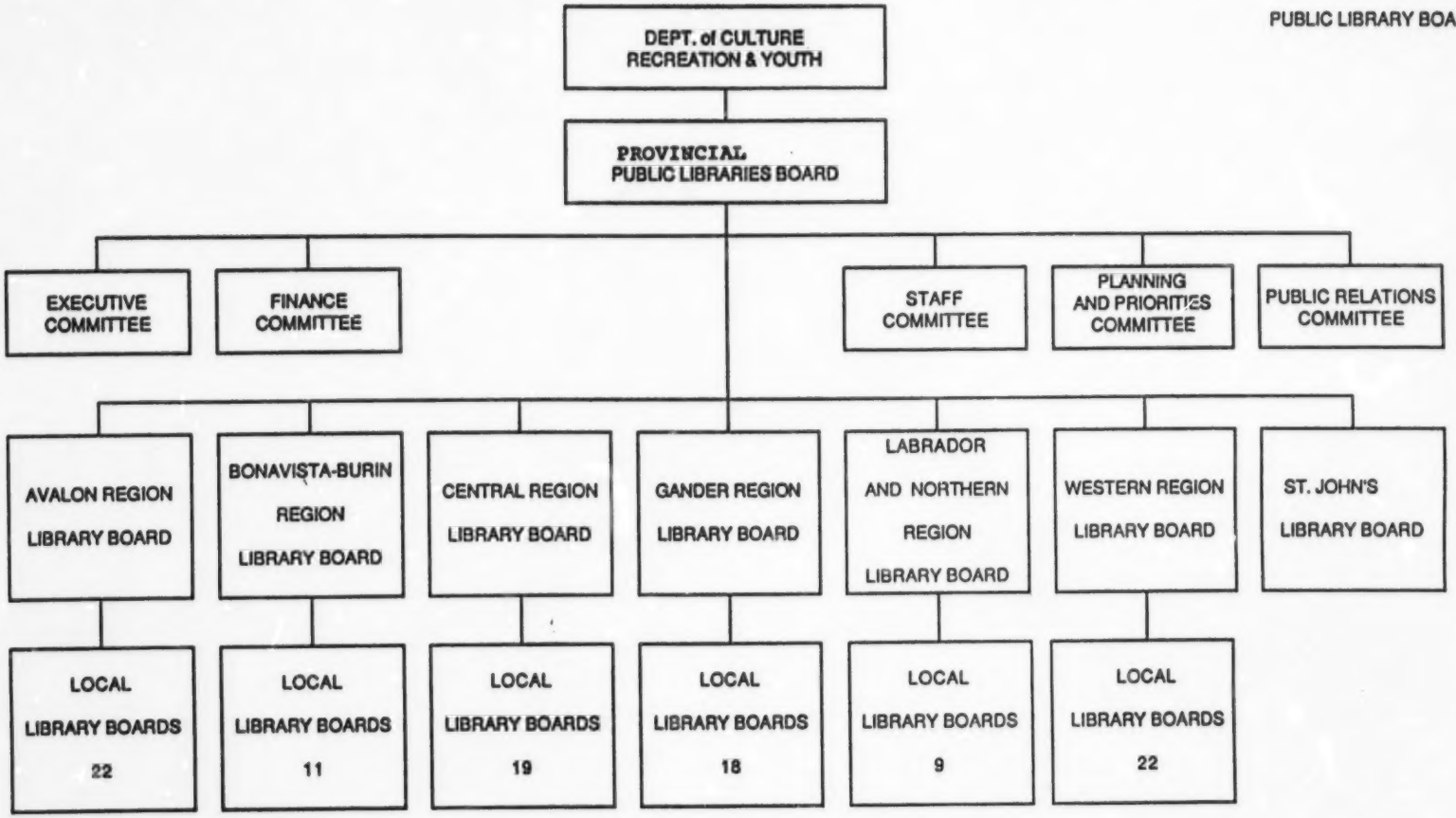
Staff
Calvin Taylor
Suzanne Sexty
Margaret May
Job Halfyard
Kelvin Fowler
Alan Hall

Planning & Priorities
John Snow
Julia Swyer
Gladys Snow
Job Halfyard
Alan Hall
Kelvin Fowler
Roma Hicks

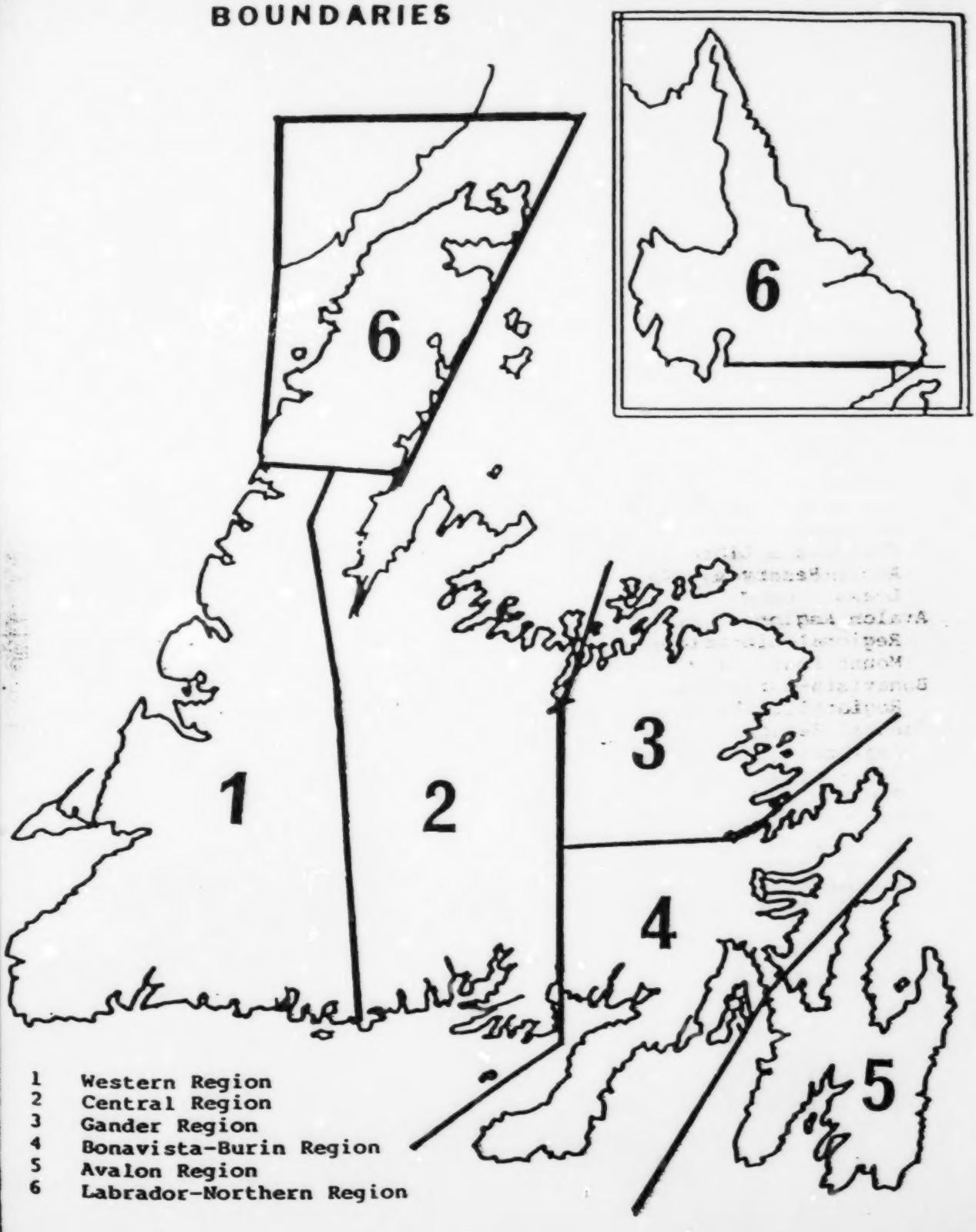
Public Relations

Suzanne Sexty
Calvin Taylor
Margaret May
Gail Malone (staff)
Elinor Benjamin (staff)

PUBLIC LIBRARY BOARDS



REGIONAL BOUNDARIES



1 Western Region
2 Central Region
3 Gander Region
4 Bonavista-Burin Region
5 Avalon Region
6 Labrador-Northern Region

NEWFOUNDLAND PUBLIC LIBRARY SERVICES
1988-89

Minister, Dept. of Culture	Honourable John Butt
Provincial Director	Pearce J. Penney
Deputy Provincial Director	Diana F. Rose
Financial Administrator	D. Max Frampton
Provincial Reference & Resource Library:	
Head	Mona Cram
Assistant Head	Charles Cameron
Newfoundland Section	Lynne Cuthbert (to Aug.) Derek Bussey (from Dec.)
Interlibrary Loans	Anne Martin
General Librarian	Deirdre Tiffany
Technical Services Dept.:	
Department Head	Brenda Ryan
Provincial Books-By-Mail Service:	
Librarian	Elaine Morton
St. John's Library System:	
Chief Librarian	Mary C. Jones
Branch Libraries & Special Collections	Harriet Mercer
Children's Librarian	Gail Hogan
Adult Reserves & Interlibrary Loans	Joan Wheeler
Avalon Region:	
Regional Librarian	Margaret McClintock
Mount Pearl City Librarian	Judy Escott
Bonavista-Burin Region:	
Regional Librarian	Victoria Murphy
Central Region:	
Regional Librarian	Ralph Dale
Gander Region:	
Regional Librarian	Patricia Parsons
Labrador-Northern Region:	
Regional Librarian	John White
Western Region:	
Regional Librarian	Elinor Benjamin
Corner Brook City Librarian	Lynne West

CHAIRPERSON'S REPORT

The members of the Provincial Public Libraries Board are appointed from all parts of the province, composed of members-at-large and representatives of regional and the St. John's Library boards.

During the year, the Board has been very busy and, through its committee structure, has dealt with a number of important matters. The new Public Libraries Act, 1988, occupied a considerable amount of time. In July it received royal assent - the culmination of two years of work by the Organization and Management Review Committee.

The same committee continued its work on the subordinate legislation to accompany the Act. These regulations have been submitted to the Minister for final approval.

A successful Symposium on future directions for the public library services to the year 2000 was conducted, in September. Representatives of the provincial and regional library boards along with senior staff and invited guests were in attendance. A number of important recommendations resulted from the two-day sessions, but with none more important than the one on automation. Since then the Board has hired a consulting firm to conduct a needs assessment study.

The Public Relations Committee undertook the development of a Public Relations Handbook for Trustees. This handbook has been completed and distributed to the Board members and senior staff. The committee is now working on a Trustee Handbook.

The Library Certificate Programme continues to provide staff with an opportunity to develop their skills and improve their knowledge of library services. The first graduates of Level I will be in the spring of 1989. The Board extends its congratulations.

The Board accepted a Government proposal to participate in a pension plan for part-time employees. This provides an opportunity for staff in all our local libraries to enjoy yet another benefit.

The Board was given the opportunity to participate in a Voluntary Early Retirement Programme for staff, part of a Provincial Government plan. It was accepted and some six staff members opted to take early retirement.

I would be remiss if I did not express appreciation to the many people who helped make this year a success.

The board members at the provincial, regional and local levels - some 1,000 volunteers - are to be commended for the time and energy expended on seeing that libraries continue to provide a much needed service.

To the Minister of Culture, Recreation and Youth, under whose jurisdiction the Board worked during the year, and all his senior officials, who have been most co-operative and supportive, a very sincere thank-you.

A special word of thanks to the staff, at all levels of the service, without whom the public library services would not succeed.

Respectfully submitted

Agnes Richard
Chairperson

PROVINCIAL DIRECTOR'S REPORT

Under the Public Libraries Act, 1988, the Provincial Board's mandate is to:-

> establish and cause to be operated public libraries in the province that it considers necessary and shall provide support to ensure that library materials, information and programmes are available to meet the needs of the public.

This mandate is carried out on a tri-level basis; namely, provincial, regional and local library services. However, the overall responsibility resides with the provincial. Outside the provincial support services there are six regions, the St. John's library system and 101 local libraries.

In this report we are reflecting on the 1988-89 fiscal year's operations, in an effort to show how well we met the challenge.

While statistics do not always tell the full story, they are the one measurement used by libraries to represent success or failure. Looking at the provincial figures, we note an increase in circulation of 1.3 percent while registered borrowers increased by 8.9 percent. Although one might expect a corresponding increase in circulation, one reason why this did not materialize might be that people are taking less books out each time due to fewer titles being available, caused by inadequate book budgets. This is partly supported by the 8.2 percent increase in inter-library loans. The sharing of resources is becoming increasingly important as collections shrink.

There has been an increase of 12 percent in reference enquiries, indicating that more people are taking advantage of the information available to them through the public library system. It also reflects the ever increasing demand upon the public library services to support the school curriculum, especially the Grade XII level, as more students use the library.

The increase in the library materials used in the library, but not checked out, is an indication that more people are using our libraries. Statistics show an increase of 10.5 percent.

The attendance at library programmes shows an increase of 2.1 percent. Class visits showed a decrease; however, we are still reporting 3,519 class visit, representing 61,080 students.

The individual department and regional reports clearly show that people do value the public library service and consider it an essential service to their community.

Highlights of the 1988-89 year include:-

- a new Public Libraries Act, incorporating numerous changes over the past ten years and re-defining the roles and responsibilities of each level of service.
- drafting of regulations to accompany the new Act, focusing on the maintenance and operation of regional and local library boards.
- a Symposium, conducted by the Provincial Board, to consider new directions for public libraries up to the turn of the century.
- a provincial workshop for staff in local libraries. A time to share ideas and learn new skills.
- continuation of the Library Certificate Programme, with expected first graduates from Level 1 in the spring.
- participation in a pension plan for part-time employees.
- participation in the voluntary retirement plan. Six employees retired under this plan.
- purchase of a new library building at Port Saunders.
- a new library building at Mount Pearl serves the city and acts as the regional resource library.
- new library built at Greenspond, to replace a very inadequate facility.
- first full year of unionization of local library staff.

Three communities have gone ahead, on their own, and established volunteer libraries while they wait for funding from the Provincial Board. There are five other communities which have requested library services; however, we are not in a financial position to accede to their requests. If we are to fulfill our mandate we must be provided with the financial resources to do it.

In addition to the requests for new library services, we are facing a very serious problem in the area of collection

building. Funding to provide adequate library materials is crucial to the development and quality of library services. We are unable to provide some of the more basic services, such as audio-visual, videos and tapes, and other special services to the handicapped.

Present library collections are well below the acceptable standards. Materials are not keeping up with the demands of the public. The waiting period to get a book is increasing to the point where patrons are giving up. Fewer copies of a title are being purchased resulting in greater delays to go through the exchange system.

While our budget may show increases each year, fixed costs, such as salaries, operating expenses and rentals, take the major portion of it. There must be staff, facilities and other associated costs for without them libraries cannot operate. Therefore, we must make every effort to seek additional funds for library materials while we maintain adequate staff resources.

It has been a busy year in many respects. There has been increased use of the library services. New buildings have replaced some inadequate ones. Staff continue to improve their skills and knowledge through the Library Certificate Programme and workshops. The Board considers the future direction of the public library services up to the turn of the century.

Appreciation is extended to the Minister and officials of the Department of Culture, Recreation and Youth for their co-operation and support during the year.

The members of the provincial, regional and local library boards deserve high praise for the volunteer service provided at all levels of the operation.

To the staff, who have excelled in their dedication, devotion and plain hard work, a sincere thank you.

Thanks to the media for their interest and co-operation, during the past year, in assisting with the promotion of public library services throughout the province.

Pearce J. Penney
Provincial Director

STAFFING

The year 1988-89 is the one in which Public Library Services felt the full weight of administrative responsibility involved in the unionization of all staff, with benefits ranging from pro-rated family responsibility leave to pension and dental plans for part-time staff. Considerable time and money has been spent in trying to sort out and answer questions raised by staff. Hopefully, 1989-90 will bring less questions as everyone becomes more knowledgeable about the system. It is now obvious that full-time personnel staff are required to successfully cope with the demands of 250 full and part-time staff.

The year 1988-89 saw no progress towards the filling of the "new" positions of Regional Resource Librarian in Grand Falls, Gander, Labrador City and Clarenville, nor the Information Officer in Administration. It is frustrating for everyone that these positions can't be filled as they were approved, subject to finances, by Government in 1985. The only new position created and filled during 1988-89 was for an Administrative Officer for the Business Office. Because finances are not available for new positions, we have to look to ways to streamline our internal procedures to cut down on paper work and save valuable staff time. Work was begun during the year to compile a Regional Librarians' Manual to standardize and streamline procedures. Discussion commenced among ILL technicians during the year on ILL procedures to help local, regional and provincial staff. These are longterm projects but will be valuable especially if the move to automation is successful.

Two recommendations adopted by the Provincial Board from the September 1988 Symposium strongly advocated the hiring of the Information Officer and an automation specialist. On the other hand, many local boards are looking for more hours and staff for local libraries. A difficult balancing act is in progress to meet staffing needs.

A successful Local Librarians' Workshop was held in October, in St. John's, involving over 100 local librarians from around the province. Our welcome guest speaker was Rowena Lunn from the Marigold Regional System in Alberta, and there was excellent support from the St. John's Libraries, Provincial Reference, Avalon Region and M.U.N. Library to run the various small workshops. Local library staff continued to take courses in the Certificate Programme and approximately 14 will graduate from Level 1 in May, 1989.

A Provincial Government early retirement incentive plan allowed several long standing staff to retire if not in 1988-89 then early in 1989-90. Among these are two management personnel Mona

Cram, Head of the Provincial Reference and Resource Library and a staff member for over 35 years, and Mary Jones, Chief Librarian of the St. John's Library System for 20 years.

Unfortunately, because of the rather unsettling climate caused by nitty gritty administrative personnel issues, the concept of a Human Resource Planning Committee had to be placed on the back burner. Hopefully, in 1989-90 planning of personnel matters will be able to be given more priority.

Finally, as in previous years, staff continued to take university, PSC and other courses. Forty-five positions were advertised and filled, and professional staff attended APLA and CLA. The Staff Committee of the Provincial Board met to hear reports and to discuss and recommend staffing policy to the Provincial Board.

PROVINCIAL SERVICES

Provincial Books-By-Mail Service

Provincial Books-By-Mail provides a mail-order library service of popular reading material to those communities within the boundaries of Central and Labrador-Northern Regions that have no branch libraries. Over 100 communities in these regions receive the Books-By-Mail catalogue, and, to-date, 3,307 borrowers are served. Our catalogue also serves to inform patrons where to write to borrow inter-library materials. If patrons write to Books-By-Mail, their requests are immediately forwarded to the appropriate regional office.

In September, 1988, Provincial Books-By-Mail was fully automated with the distribution of the new catalogue in the Labrador-Northern Region. This was nine months after it was implemented in Central Region. The 1988 catalogue was the first one to have titles entered into the database; hence, circulation was automated as this catalogue was distributed.

The staff are now fully conversant with the circulation functions and automation routines. It has been determined that the greatest benefit of automation is the time saved in returning books. It takes less than half the time of the manual system. The time saved on signing out books is not as dramatic. Of course, automation does not have any affect on the time it takes to physically pick up the books ordered or to reshelve them.

The road to automation is never smooth, though. We are still experiencing programming difficulties, primarily in the reports modules, and have been plagued by equipment failures, especially the OCR wands. We are becoming somewhat inured to difficulties with the system and our expectation of miracles has evaporated over the past year.

One spin-off of automation was direct typesetting of the 1989 catalogue from floppy disk. This saved on the production costs and netted 1,475 extra copies of the catalogue, a $1,298 value. The direct typesetting also made proof-reading easier as human error was eliminated from the transfer from word processor to typesetter.

Circulation for the year was 47,638 books. No breakdown by region is possible at present. This is a 4.4 percent increase over last year's circulation of 45,615 books. We are more or less holding our own considering the buying power of the book budget is losing the war with inflation. In 1987-88, the catalogue listed 795 titles; 88-89, 716; 89-90, 685. Most readers are attracted to only certain genres, i.e. Westerns,

and once all the titles in that genre are read, do not borrow again until the next catalogue.

Increased promotion is a goal for the coming years, which should lead to an improvement in circulation. Books-By-Mail does no promotion except the annual catalogue mailing. This means that, after the initial enthusiasm of the new catalogue, Books-By-Mail and its order catalogue gets mislaid until the new catalogue arrives, and patrons lose on service.

The competition of the Cable TV stations also makes increased promotion attractive. Over the last three years, 57 communities we presently serve have begun to receive Cable TV. Regular promotion of Provincial Books-By-Mail is needed in those communities especially.

There is a trend in the annual circulation statistics since 1983-84. In that year we had extra workers from Social Services during peak circulation periods and achieved the startling circulation of 61,874 books. In the following year, also with the help from Social Services, 67,116 books were circulated. Since then, with only the present staff of two library clerks and a part-time mail messenger, circulation has slowly declined back to pre-1983 figures. I interpret these figures to mean that extra staff at peak periods has resulted in increased user satisfaction and, therefore, a higher rate of re-ordering. Therefore, additional staff will be needed for expanding the Books-By-Mail service area.

Planning for expansion is a priority for 1989-90. I hope to be able to report progress in this area soon. Another priority is increasing the profile of the Books-By-Mail service in areas presently served. Meeting the challenges of the present service has strained the human and collection resources of Books-By-Mail over the past several years. Devising strategies that will permit increasing the service area and promoting the service to those already served, without over-stretching our limits, promises to be an especially rewarding challenge.

Provincial Reference and Resource Library

The regular operations of the Provincial Reference and Resource Library continued during 1988-89. Highlights included the implementation of the new procedure for requests involving libraries outside of the Newfoundland Public Library Services, the continuation of the Recon Project on a significant part of the collection and an archives grant to

do further work on the Newfoundland photography collection. The Provincial Reference and Resource Library is the provincial resource library for the Newfoundland Public Library Services and is the public reference library for the City of St. John's and area. The entire library collection is a backup support collection for the public library system. It is also the access point whereby residents of the province can gain access to information in other parts of Canada and the world through the Interlibrary Loans System.

The Provincial Reference and Resource Library is comprised of two main sections, the General Reference Section and the Newfoundland Reference Collection. The General Reference Section houses books (reference and general non-fiction), current and back issues of periodicals and newspapers, periodical and newspaper indexes, telephone directories for all major Canadian centres, university and college calendars, federal government documents (including Statistics Canada publications), vertical file and the Last Copy Fiction Collection.

In the Newfoundland Reference Section are found Newfoundland books, periodicals, newspapers (current and bound), microfilm of Newfoundland newspapers, maps, photographs and other items of an archival nature. The Newfoundland Reference Section endeavours to collect all current printed material pertaining to the province as well as items published about the province at any time in the past.

Interlibrary Loan Service to all NPLS libraries was enhanced through a new procedure for handling requests. Beginning July 1, 1988, all books and other materials requested from libraries outside the NPLS were sent directly to the requesting library, instead of to the Provincial Reference and Resource Library for remailing.

While requests received from libraries outside of our system for NPLS books are still located by the Reference Library, the lending library is asked to send the book directly to the requesting library, instead of to the Reference Library for remailing. In its first nine months of operation the new procedure has been successful, both in allowing the requesting NPLS library more time with a borrowed book and in significantly reducing the clerical work of the Reference Library's ILL Technician.

Another new development was the implementation of a priority post batch-mail delivery from the National Library, in Ottawa, to one point in the province - the Memorial University Library. The latter places the already packaged

and addressed books in the normal mail system for delivery within the province. Packages destined for the Arts and Culture Centre libraries are picked up by the library's courier. Thus far the remailing costs have not been significant and the NPLS is not being asked for reimbursement. ILL charges absorbed by the NPLS in 1988-89 totalled approximately $310.00 (as compared to $436.00 and $323.00 for the two years previous).

In May, for the first time all of the regional ILL Technicians were brought together for an ILL Technicians' Session. They were able to see the operation of the Reference Library first hand and discuss common problems. As a result of the meetings, an ILL Technicians' Manual was started and is now partly completed and in use in the regional offices. Another meeting of the technicians may be held in 1989-90.

Gail Malone, ILL Technician in the Reference Library, Anne Martin and Charles Cameron conducted an ILL Session at the Local Librarians' Workshop in October.

Within system Interlibrary Loan activity increased slightly from the previous year. A continuing increase in microfiche loans and an increase in Newfoundland requests due to special research projects being undertaken in public libraries in the regions accounted for the increase in requests. A new interlibrary loan form was introduced for within system loans. The new form replaced both the four-part microfiche form and the five-part non-microfiche form.

Two In-Library Use Surveys were held, one in November and the other in February. Library visits were on par with the previous year while library materials used showed a moderate decrease. Reference questions, both in person and by telephone, also showed a moderate decrease except for Newfoundland telephone requests. A new telephone system which includes phones on staff members' desks has made the answering of telephone requests much easier.

Publicity for the Reference Library included participating in CBC Radio's Morning Show feature "Good Question". Listeners call in with questions that they would like to know the answers to and Peter Miller, host of the Morning Show, tries to find a source for the answer. The Library has answered several questions including "What is the origin of the term 'round-robin'?" and "What does the phrase 'Davey Jones' Locker' mean and Where did it come from?". Mary O'Rourke, Gail Malone and Yvonne McGrath each researched one of the questions and taped their findings and the sources used for later broadcasting on the Morning Show.

Books and magazines on energy related topics from the Reference Library were featured in the provincial Department of Energy's "Energy Information Guide". Resources from other libraries, government departments and agencies were also included.

Thirty-three school classes and groups visited the Library in 1988-89. These included junior and senior high school, private career college and English as a Second Language classes.

Two bibliographies, "Meech Lake Accord" and "Abortion", were completed and distributed to all NPLS libraries.

The Last Copy Fiction Collection continues to grow at a steady pace and its use by NPLS libraries continues to increase each year.

The number of books purchased increased slightly while the number of general donations declined considerably. The number of donations fluctuates from year to year but they remain a useful source of books for both parts of the collection; a highlight this year was a collection of approximately seventy art books from a former resident of the City.

Recon and weeding of the older general collection continued with the 600s and the 300s. The former are now finished and all remaining books added to the microfiche. The latter have been started and will be worked on throughout 1989-90.

Extensive weeding of the general periodical collection also continued. The list of current titles received is being revised in light of the Reference Library's role as a back-up resource library. Many titles in the collection were more suitable in a recreational reading setting. The basement backfiles continue to be weeded to improve accessibility to the stacks. Currently received unindexed titles are now kept for a minimum period. Bound volumes of periodicals, received for the cost of shipping from the Canadian Book Exchange Centre, continue to be an asset in the storage area.

The Newfoundland Newspaper Indexing Project, being done through Dr. John Black's programme at the University of Guelph, ended in August, 1988. Strenuous efforts were made to complete as much as possible before the end. The indexing of the current issues of the Evening Telegram was completed to the end of 1987, but computer time and costs prevented the entry into the index of much early materials which had been wholly or partly completed. However, the indexing of the entire file of the Diocesan Magazine was completed for St. Thomas' Church and the Newfoundland Churchman was completed up to the end of 1987. Separate copies of the indexes to these two publications have

been made - one for the Anglican Church and one for the Provincial Reference and Resource Library.

Applications for a number of grants under various government programmes were made but only that to the Canadian Council of Archives was successful - $5,000 being received. This was used to continue work on the photo collection and to organize the personal papers of the late Dr. Robert Saunders. A detailed, hand-written inventory of these papers has been completed but further processing needs to be done before the papers are ready for public use.

As part of the Newfoundland Collection, the Library possesses a very good collection of early twentieth century Newfoundland magazines. To preserve them from excessive wear, many issues were photocopied.

All the newspaper files received from the Provincial Archives have been accessioned and shelved in date order and the Library's own newspaper collection has been reorganized.

The microfilming project with Memorial University of Newfoundland has continued this fiscal year, with the main emphasis placed on completing the Daily News. After the Daily News is filmed, the great need seems to be to film the smaller weekly newspapers, which will probably never be done commercially. For the past number of years, we have been getting the film processed through the Department of Public Works and Services and because of increased use by all Government departments, we have had to wait long periods for the copies of the processed film to be done for us. Now, however, because new equipment has been installed films are being received back very quickly, and the backlog waiting to be copied will probably be completed in the coming fiscal year.

Staff attended several conferences and workshops during the year: the Head and Assistant Head attended the Canadian Library Association Conference, in Halifax, in June; all professional staff attended the Newfoundland Public Library Board's first Symposium in September; Anne Martin, Interlibrary Loans Librarian, Gail Malone, ILL Technician, and Yvonne McGrath, Library Technician, all participated in the Local Librarians' Workshop in October; and General Reference staff attended a half-day session on patents given by a representative of the Patent Office from Ottawa, in February. Several staff also participated in the on-the-job training programme - Amelia Hammond in the public service

part of the Reference Library and Yvonne McGrath and Gail Malone in the Technical Services Department.

The various aspects of the Interlibrary Loan Service are key aspects of the Reference Library's operations. The new procedure for loans outside the system, described in the previous section, has already improved service to the local library and, at the same time, will allow us to expand our borrowing into other areas, such as fiction.

Use of the Library's collection by libraries throughout the provincial system increases significantly each year as more of it is on the microfiche catalogue. A direct relationship seems to exist between the addition of the older stock of the collection to the microfiche and the number of microfiche interlibrary loans generated from local libraries. Our analysis of the requests indicated a surge in requests for books on particular topics when sections were added to the microfiche. In 1987-88 and 1988-89 the reconversion of older titles, often held nowhere else in the system, to the UTLAS database encompassed the latter part of the 700s and the 000s and all of the 600s in addition to smaller areas throughout the collection. In addition, the Recon work of the Newfoundland Collection has now covered at least three-quarters of the older collection. Between 1986-87 and 1987-88 microfiche requests to the Reference Library increased by 20 percent and from 1987-88 to 1988-89, by another 15 percent. This increase demonstrates how the Reference Library is, in part, filling its role as the back-up resource library for the system.

Since the regions assumed responsibility for the initial handling of all requests in 1986, the type of request received from the region headquarters, via envoy, has been changing and the numbers generally have been declining. Instead of the ordinary high school assignment request, the Library receives an increasing number of requests which require more research and thought. The number of requests from five of the six regions declined by 13 percent between 1987-88 and 1988-89. The sixth region (Central) was involved in a newspaper research project which generated upwards of 200 requests by itself.

Trends in types of material used and periods when the Library is heavily used were very similar to previous years. The surveys' indication of less use in 1988-89 than in the previous year is part of the Library's normal fluctuation in use. This fluctuation is also evident in the smaller number

of reference questions answered in both sections of the Library in the past year. General Reference questions reached a peak in 1986-87 and are now at the level of 1985-86.

The Reference Library's provincial role was also highlighted by involvement in the Local Librarians' Workshop and co-ordination of the first regional ILL Technicians' session.

Replacing outdated reference works remains a priority but can only proceed slowly given our present book budget. In particular this refers to expensive one-volume reference books and to subject encyclopedias. The Library also finds it difficult to purchase more expensive older Newfoundland titles.

The year 1988-89 was an active year for the Reference Library in its role as co-ordinator of Interlibrary Loans, both inside and outside of the system. The new procedure for Interlibrary Loans outside the system and the meeting of the ILL Technicians were positive developments. Reconversion of the remainder of the older collection remains a high priority as does finding and stretching funds to up-date the collection. Work continued on various aspects of the Newfoundland Collection, in particular the photo collection, the bound newspapers, the newspaper index and the microfilming project.

Provincial Reference & Resource Library
STATISTICAL REPORT

		1988-89	1987-88
1.	**REFERENCE QUESTIONS FROM ALL SOURCES:**		
	Newfoundland	7,916	7,721
	General	14,439	14,948
	TOTAL	22,355	22,669
2.	**MATERIALS USED IN LIBRARY:**		
	A. Newfoundland Periodicals, newspapers, books, pamphlets, etc.	24,622	33,441
	Newfoundland Microfilm	2,742	2,399
	TOTAL NEWFOUNDLAND MATERIALS	27,364	35,840
	B. General periodicals and newspapers (from basement & vertical file)	17,584	17,445
	General Microfilm/Microfiche	164	208
	TOTAL	17,748	17,653
3.	**CODING SHEETS ENTERED ON COMPUTER:**	29,650	13,816
4.	**INTERLIBRARY LOANS** (i.e. loans made outside the Nfld Public Library Services):		
	Materials Requested by Library	988	986
	Materials Requested from Library	425	462
5.	**LOANS WITHIN THE NEWFOUNDLAND PUBLIC LIBRARY SERVICES:**		
	Number of Requests Received	4,757	4,416
	Number of Books, etc., Sent	7,692	7,681
6.	**MATERIALS CIRCULATED DIRECTLY:**		
	Newfoundland	187	293
	General	1,276	1,396
	Multilingual	2,782	2,235
	TOTAL	4,245	3,924
7.	**CLASS/GROUP VISITS:**	33-1,009	22-715
8.	**VISITS TO THE LIBRARY:**	36,525	37,150
9.	**IN-LIBRARY MATERIALS USE:**	123,075	149,000

TECHNICAL SERVICES

A significant development in the Department this year was the decrease in the cost of the COM catalogue. This was achieved by changing the frequency of the COM to an annual catalogue plus five cumulating supplements. We realized an 18 percent reduction in cost compared with last year. Other developments include staff training initiatives and a trend towards more cataloguing by mail.

The Technical Services Department handles the ordering, cataloguing and processing of library materials for the province. Most new books and video cassettes are catalogued through UTLAS, a bibliographic utility in Toronto, and are listed in the COM (microfiche) catalogue. Some library materials, such as paperback fiction, records and cassettes, are excluded from the COM. Many books catalogued prior to 1981 have not yet been listed in the COM; these are added as time and money permit.

At the end of 1988-89, there were approximately 108,000 titles in the COM catalogue. While the number of titles added during the year is approximately the same as last year, the number of titles discarded increased by 29 percent. The change in the frequency of the COM has proved to be not only less expensive but also more satisfactory for staff and patrons. While users must often search two catalogues (annual and supplement), the information in the supplement is more up-to-date than it was in previous editions of the COM.

The number of library materials processed decreased again this year. This is an unfortunate trend which is a reflection of budget allocations for library materials and increasing book prices. There was a 70 percent increase in the number of titles catalogued by mail. We catalogued 998 titles this year, compared with 558 titles last year. This probably means more local acquisitions through purchase or donations and more local processing.

With the scarcity of new books, the St. John's Library System turned its attention towards its pre 1981 titles and attempted to add as many as possible to the COM. As a result of the St. John's inventory, we added over 2,500 titles to the catalogue and reprocessed almost all of these books. Over 1,700 volumes were relabelled for the Provincial Reference and Resource Library. We also continued to add retrospective titles from the Provincial Reference collections. The Churchill Falls School Library (LSL) had 176 titles added to its collection.

In addition to the COM catalogues, Utlas produced 932 shelf list cards for titles in the Newfoundland Reference Collection and a printed shelf list for SJH at the request of its Chief Librarian.

During the year, we initiated an on-the-job training program within the Department. Staff members were surveyed to see which positions they were interested in and the response was very good. Eventually all staff will be involved in this program as trainers, trainees or both. Hopefully, this will give everyone a better understanding of how the different sections of the Department operate. Sharon Layman has completed her training in Roma Guy's position, and Sharon Wecks is concluding her sessions with the senior Library Technicians. Outside the Department, Carol Budden, Gordon Wade and Sharon Layman completed on-the-job training sessions in the St. John's Libraries. In addition Frances White and Glenda Kendall conducted training sessions for Yvonne McGrath and Gail Malone from the Provincial Reference Library.

In October Frances and Glenda helped prepare and conducted sessions on 'Using the Catalogue' at the Local Librarians' Workshop. This was very successful and we received several positive comments about the sessions. John Griffin helped videotape sessions of the Library Symposium held in September. Also, John completed two more courses in the Library Certificate Programme. Gordon Wade participated in a video workshop and finished another course in the Library Certificate Programme. Frances White and I attended the CLA-APLA Conference, in Halifax.

In conclusion, the new COM schedule appears to be the most satisfactory arrangement in terms of cost, currency and usefulness. With the continuing decrease in the number of new books, the catalogue is becoming the most important means of resource sharing. We will continue to add pre 1981 titles to the COM in an effort to provide a more comprehensive catalogue. Other regions may wish to follow St. John's example and carry out inventories of selected locations (e.g., resource libraries). Titles from these libraries that are not in the catalogue could then be added on a regular basis.

Staff development plans are progressing and in the coming year all staff should have an opportunity to participate in the training schedule.

Technical Services
STATISTICS 1988-89

	1988-89	1987-88
NUMBER OF VOLUMES PROCESSED		
Region or Department		
Avalon Region	5,732	5,743
Bonavista-Burin Region	2,918	2,607
Central Region	5,577	5,803
Gander Region	3,846	4,209
Labrador-Northern Region	3,345	2,866
Reference & Resource Library	3,117	4,907
St. John's	5,423	5,056
Western Region	6,820	7,573
TOTAL	36,778	38,764
NUMBER OF TITLES		
Non-fiction	8,157	7,427
Fiction	4,112	4,925
TOTAL	12,269	12,352
Non-fiction Adds	3,961	3,309
Fiction Adds	3,367	3,328
TOTAL	7,328	6,337
DISCARDS FROM COM		
Region or Department		
Avalon Region	69	51
Bonavista-Burin Region	36	57
Central Region	362	521
Gander Region	240	161
Labrador-Northern Region	69	32
Reference & Resource Library	179	108
St. John's	1,237	2,000
Western Region	1,840	186
TOTAL	4,032	3,116

	1988-89	1987-88
DISCARDS FROM OFFICIAL CATALOG		
Region or Department		
Avalon Region	--	--
Bonavista-Burin Region	--	--
Central Region	23	13
Gander Region	54	32
Labrador-Northern Region	45	--
Reference & Resource Library	988	254
St. John's	1,332	816
Western Region	331	36
TOTAL	2,773	1,151
LOCATION CHANGES		
Region or Department		
Avalon Region	411	114
Bonavista-Burin Region	25	46
Central Region	81	120
Gander Region	125	74
Labrador-Northern Region	62	91
St. John's	219	190
Western Region	294	61
TOTAL	1,217	696
RECON		
Reference & Resource Library	1,285	1,207
Reference Fiction (Last Copy)	273	1,490
Other	2,626	1,378
TOTAL	4,184	4,075

UTLAS DATA BASE SEARCHING

	In Data Base	Not in Data Base
Non-fiction	92%	8%
Fiction	92%	8%

REGIONAL REPORTS

There are six regions in the province serving one hundred and one (101) libraries, excluding St. John's. The number of libraries in each region varies from twenty-two to nine.

AVALON REGION:

This has been a year of changes in the Region. Firstly, the Mount Pearl Library moved from its cramped quarters in the centre of Mount Pearl to a spacious new building on the edge of the city. Part of the regional work was transferred into the new facility; namely, the interlibrary loans so that the person handling this work had the Resource collection to draw on.

The part-time staff became unionized in March, 1988, and this has meant a lot of changes in the way things are done, both for local librarians and for the regional librarian. In addition, all annual and sick leave records were handed over to the Region, instead of being handled by the Business Office.

This Region also benefited by an increase in hours overall. This has made little difference to total circulation.

Circulation of all materials was 292,831, down by 5,225 or 1.8 percent. Circulation in ten libraries rose. Seven of these libraries benefited from the increase in hours last year. It is disappointing that the other five did not show rises in circulation. We expected a drop in the circulation figures for Mount Pearl, following their move. Fortunately it was only a 2.6 percent drop. The staff noted that many senior citizens and children who had used the library in Centennial Square no longer come and we assume that transportation is a problem. There are several subdivisions close to the new building and people from these areas are now coming to the library.

Our 'books by mail' service was much lower this year. This service is now operating out of the Resource Library. We hope it will pick up again when we settle in. Other services, Senior Citizen Homes and Coast Guard deposits, were also down.

The interlibrary loan service was slightly lower too, 4.371 as opposed to 4,709 - down by 7 percent.

During the year, 6,361 books were added to the Avalon book-stock and 1,951 were discarded. Of the 6,361, 856 were gifts, leaving 5,505 purchased by the Region. This number appears to be an increase over last year's figure but this is because over 1,000 paperbacks were purchased. This was an attempt to increase the number of popular works of fiction in every library. A list was sent to each librarian from which to choose a set dollar amount. Several regions co-ordinated in this venture.

Registration is up again, by about 800. It is hard to account for this, considering that everything else is down. It could be that more students are using public libraries for school assignments. Our vertical file and reference resources are slowing increasing in local libraries and are being heavily used in areas where there are few resources in the schools. In some school libraries, there are collections of fiction and this has caused a drop in our juvenile circulation, both in fiction and non-fiction.

A trend is developing in some Avalon libraries. Boards are requesting charitable organizations to donate money for book purchases. Monies from fundraising by boards are also being used for book purchases. It is a pity that we are unable to supply funding for an adequate bookstock as collection development is difficult to monitor under these conditions, and it adds to the workload of local librarians, the regional librarian and regional headquarters staff.

The number of 'story hours' offered by libraries in the Region increased this year. 'Story hours' were initiated in Bay Roberts, Carbonear, Harbour Grace and Victoria and all report an enthusiastic reception. Linda Quinn took over 'story hour' at the Mount Pearl Public and Resource Library and has brought imagination and flair which has galvanized the programme into new life.

Also at the Mount Pearl Public and Resource Library there is an 'Adult Literacy' Programme in place three times a week. This Programme is organized by the Avalon Community College.

The survey of library usage in the Region continues twice a year. It gives a good indication of visits to libraries. The 'materials used' statistics are still not reliable as each librarian's judgment of what constitutes 'usage' differs.

Two of our librarians will complete the Library Certificate Programme this spring. Marie Evans, Torbay, and Sophie Colbourne, Carbonear, have shown perseverance and dedication, and we are proud of them.

As regional librarian, I made sixty visits to libraries and attended fifty-one meetings (this figure excludes the meetings of professional librarians held quarterly in St. John's).

Attempting to analyze some of the above facts: the drop in circulation figures appears to be related to the declining number of new books available. In libraries where there are more new books; e.g., Conception Bay South and Bay Roberts, circulation continues to grow. Credit is also due to librarians and boards who actively promote their libraries.

Library promotions become more and more important to us as the need to 'sell' the library is realized. We are competing against videos and sports activities and we need to portray the library as an interesting and fun place to visit as well as a place to go for help with school assignments.

In conclusion, we continue to provide the best service possible under the prevailing conditions, and I look forward with optimism to another year of challenge and satisfaction, knowing that our dedicated staff, librarians and library boards are contributing, in their own ways, to the promotion of library services in the Avalon Region.

BONAVISTA-BURIN REGION

The 1988-89 year was quite a good one for the Bonavista-Burin Region. A re-distribution of the hours in the province's libraries resulted in the Region getting an overall increase of 19.5 hours, with increases at six libraries and decreases at two. Not surprisingly, these increases have resulted in greater use of the libraries, as the statistics bear out.

In addition, staff were able to add to their skills and knowledge through a Provincial Workshop this year and the Certificate Programme courses offered by MUN Extension.

The services the Region offers through its eleven libraries consist primarily of books, magazines, vertical file

clippings and perhaps most importantly, the reference service offered by the helpful, public service-spirited librarians who work there, attempting to meet the demands of classes of students, with fairly limited resources at hand.

Through the regional headquarters in Clarenville, exchange collections of adult and juvenile fiction, biographies, large print materials and music cassettes are sent to each library for four-month periods. This year exchanges of books were also sent to the "unofficial" volunteer library at Trinity, which resumed operations after being closed for a number of years.

The regional headquarters also sends out paperbacks by mail to some patrons who had used the bookmobile.

While the libraries use the interlibrary loan service to borrow books directly from other libraries, other books and information are obtained from the regional headquarters. A number of schools, located in communities without public libraries, take advantage of this service to get information photocopied for school assignments and hopefully, to build up their own vertical files.

Many librarians in the Region also offer programmes, such as story time, or craft activities for children, and school classes visit the libraries regularly. Bonavista and Southern Harbour participated in a Pen Pal Club, whereby children from their libraries wrote to children at libraries in other provinces.

Overall, this year was an active one, with representatives of the regional board and the regional librarian attending a very productive Symposium on the future of libraries in Newfoundland. In addition, almost all the local staff were able to attend a Provincial Workshop in St. John's, the most successful workshop held so far. At the end of the fiscal year, librarians from Fortune, Grand Bank and Southern Harbour were finishing Level I of MUN Extension's Certificate Programme in Library Studies. They are to be congratulated for their efforts.

As far as the physical condition of the Region's libraries is concerned, it was not a very good year. On the positive side, the Garnish library moved into warmer, although slightly smaller, quarters in the town council building. However, the Region's small capital grant of $5,156 had to be used primarily for repair jobs, so that almost no furnishings, shelving, etc., could be bought this year. In addition,

several libraries have discovered serious roof problems which could not be attended to this year, but will entail considerable expense next year.

The best development for the Region in 1988-89 was, undoubtedly, the increase in hours, leading to greater use of the libraries in virtually all areas. Although two libraries did have their hours cut, six were given much needed increases.

Overall, circulation has risen by 10,888 (or 6.5 percent), with a total of 178,522 items being checked out by the libraries. Four libraries showed a small decrease, smaller than 5 percent, while six showed substantial increases, ranging from 11 to 40 percent.

Two surveys conducted during the year revealed that the annual estimate of the number of items used in the library increased by 30 percent, to 307,450, while an estimated 86,725 people visited the libraries throughout the year. Although there is some question about how accurate the In-Library Materials Use Survey is, there is no doubt that the libraries are being heavily used by students doing school assignments.

Registration continues to grow with 1,105 new members. The number of registered borrowers now stands at 10,407, or 27 percent of the population served. Most of the increase appears to be in adult registration. Two libraries - Southern Harbour and Clarenville - serve an amazing 67 and 69 percent of their populations. In other libraries, the percentages range from 18 to 25 percent, and while this figure increases each year, it is unlikely that the Region will meet its targeted goal of 50 percent registered by the end of the next year without a concerted campaign to enroll new borrowers. Part of the problem may be that many children take out books on a parent's card, and vice versa, or a husband will often take out books on his wife's card, so that while entire family may use the libraries, only one or two people in the family may actually be registered. Library staff will have to make every effort to see that everyone has a card.

Interlibrary loans services continue to be used to a larger extent each year, as more books are added to the microfiche catalogue each year. A total of 1,024 books were borrowed by libraries in the Region, an increase of 29 percent, while 888 were loaned, an increase of 6 percent.

Of received requests, 602 could not be met through the microfiche catalogue and were sent to the regional headquarters. With the Clarenville library resources to use,

49 percent of these were filled, the rest being sent by Envoy to the Provincial Reference and Resource Library. While the percentage of requests filled within the Region has risen over the last year, it is still not as high as the 61 percent of requests filled two years ago. It may be that the types of requests were simply easier to fill during that particular year. One type of request which has increased considerably is the request for information from schools. These have increased by 125 percent, with those schools previously using the service making even greater demands on it, while other schools wrote to the regional headquarters for the first time this year.

In 1988-89, 4,373 books were bought, compared to 3,022 last year. While this sounds good, a substantial number of these books (1,860) were paperbacks. Only 2,513 hardcover books were bought. This brings the total bookstock to 89,807. During the fiscal year, the regional librarian completed assessments of the adult and juvenile fiction collections in the libraries. A standard list of adult fiction authors was compiled and much of the book buying was directed towards building a basic stock of adult fiction for each library. Next year, an assessment of the picture book and reference collections will be conducted, and the emphasis will be on building a basic stock of juvenile fiction and picture books for each library. While all the libraries need more books, the Burin and Marystown libraries are in most need, being 37 and 44 percent below the bookstock standard set by the Provincial Board. More of the book budget will have to be spent on their collections next year.

Finally, the local librarians were busy throughout the year, but particularly during Library Week which was held in April. A total of 2,219 children attended 151 programmes in 1988-89, while 3,031 students visited with their classes during the year. These figures also show increases over last year. Some of the increase can be attributed to the Provincial Workshop, as more librarians attempted to try some of the ideas they learned from the storytime, group visit and other sessions. In addition, the Children's Services course of the Certificate Programme has spurred on those who have taken it to try new ideas.

In conclusion, this year the staff in the Region benefited from the opportunity to increase their training and knowledge through the Workshop and Certificate Programme. Many libraries got a long overdue increase in their hours, resulting in greater use of the libraries. It had long since been the view of the regional board that the Bonavista-Burin Region was at a disadvantage compared to longer established

regions. While the size of the entire population in the Region compares favourably to Gander and Central regions, the fact that there are only eleven libraries established in this Region has meant that figures for population served, circulation, registration and other indicators of use were necessarily limited, and could not compare with regions which had more libraries. Thus any funding decisions based on these figures would be to the disadvantage of the whole Region, particularly the areas with no library services. While the re-distribution of hours does not clear up that particular problem, it certainly is a step in the right direction.

CENTRAL REGION

Last year's annual report mentioned the introduction of the Imprest System, which began on April 1, 1989, and the contract signed by the Public Libraries Board and the Canadian Union of Public Employees on March 1, 1988, representing the local librarians. The Imprest System requires each local treasurer to send us the receipts from each operating expenditure in order to be reimbursed for those expenditures. The contract has meant that the regional librarian has had to approve all leave and the bi-weekly personnel reports have to be forwarded to the Region as well as to the Business Office and, at the regional office, we are now responsible for all personnel records.

The Imprest System has been good for the Region during the past year in that it has made each local board accountable for its operating expenditures and this has meant that there was no shortage of operating funds during the year. However, there has been a certain amount of resistance from the local treasurers and, in retrospect, this may be because the system was not properly explained to them in the beginning. It has resulted in a great deal of extra work and frustration at the regional office because treasurers are not always complying with deadlines and it is not always clear what "operating" is. It has recently been recognized that what is needed is a meeting of all treasurers to discuss the rationale behind it and to clarify some of the issues involved.

The personnel records are very difficult to keep accurate. The main reason for this is because twenty-four of the local librarians in the Region are part-time and thus all leave for them is prorated. Also, it is taking some time for the local librarians to formally apply for the type of leave they are

requesting. This work is very time consuming and must be done accurately both by the local librarian and by the library technician who does it here at the regional office. For example, there have been many instances when the local librarian simply forgot to complete the leave request form (LB1) and assumed that the information could be gotten from the bi-weekly personnel report.

The Central Region is responsible for dispersing operating funds (on the basis of receipts) to help the nineteen local boards in the Region operate their libraries. It is also responsible for dispersing capital funds (usually in kind) on the basis of need. It is also responsible for maintaining accurate personnel records. Once this is accomplished, it can work with local boards and local librarians in attempting to carry out its main function - to provide library materials, information and programmes to individuals through the nineteen libraries in the Region.

The Central Region operating budget in the fiscal year 1988-89 was overspent by 1.2 percent. Most of this overexpenditure came in salaries and library materials, two categories which are difficult, if not impossible, to control. Our capital budget was overspent by 2.4 percent; this also was mainly beyond our control since the furniture was ordered before the beginning of the fiscal year and the vehicle was purchased in June, 1988.

In the fiscal year 1988-89, the Region purchased and had catalogued 3,279 adult books, 851 juvenile books and 1,316 children's books. We also purchased 5,449 uncatalogued books, may of which were adult paperbacks. They also represent cheap (usually paperback) juvenile and children's books and an increase from 1,332 in 1986-87, the first year that that statistic was kept. We have recently had a high demand for the type of book that usually appears in paperback form (western, romance and mystery).

Circulation figures for the year show a decline to 267,059, from 282,038. Except for Harmsworth Library in Grand Falls, only two other libraries - Harbour Breton and Norris Arm - show declines. At Harmsworth in 1987-88, in-library use of materials was included in the circulation statistic. Once this became known and the definition of circulation was pointed out, the correction was made and now the circulation is back to its normal level - between 40,000 and 50,000 annually.

Our interlibrary loan statistics show that the nineteen libraries in the Region and the regional office itself borrowed 3,192 items, compared with 3,213 the previous year. The total items loaned wa 1,991, compared with 2,089 the previous year. As the Regional Resource Library and, by far, the largest library in the Region, it is to be expected that the figures for Harmsworth Public would be much larger than the others. The "Non-Microfiche Borrowed" figure for Botwood is unusually high; this is because of the large number of requests generated by one person who was compiling a history of the town. There is still concern that Springdale is not using this programme but the overall statistics show how well it is used and the importance it has in the system.

Other attempts to measure the services offered and the people taking advantage of those services are through the statistics on reference queries, in-library use of materials and individual and group visits. Those statistics, particularly those on reference queries and in-library use of materials, may not be as exact and reliable as those on circulation and interlibrary loans. It is more difficult and more time consuming to count reference queries at the end of a day or a week than it is to count circulation or interlibrary loans. We need to work some more on the technique in this case. The 1988-89 figures, however, seem plausible in most cases; the exceptionally high figures for Sop's Arm can perhaps be explained by the fact that it is a school/public library. Annual in-library use of materials and individual library visits are counted only during two weeks of the year and the totals extrapolated from those two weeks' totals. Also, the two weeks surveyed may not be typical weeks and, of course, use of material may vary considerably. Bishop's Falls and St. Alban's have exceptionally high totals for in-library use and the statistics show that individual visitors to the Bishop's Falls library used more than seven items during the visit and at the St. Alban's library the number was eleven.

A local librarians' workshop was held in St. John's, on October 12, 13 and 14, 1988. Fifteen of our nineteen libraries were represented and the discussions there were very useful and practical suggestions for the improvement of service were offered. Some of the local librarians are continuing to take courses on the Library Certificate Programme and continued efforts are needed to encourage others. At the local level, efforts are continually being made to publicize the library and programmes and contests are still being offered to encourage various groups (particularly children) to use the library. School visits are a regular

occurrence at many libraries. In November, 1988, children's writer Robert Munsch and Martyn Godfrey, a writer of young children's books, visited Grand Falls and had public readings at Notre Dame Academy and Harmsworth public library.

Local boards continue to provide valuable service to the libraries in their respective communities. When a local board meets regularly and discusses its services/problems and invites the local librarian to give a report, then things generally get taken care of. So it is important for local boards to be active and to take an interest in what's being done. The contract has taken away some of the power that the local board once had in connection with the local librarian because one of its aims is to make things more uniform; however, if the local board loses interest, then the responsibility of the regional librarian and the regional staff becomes greater and things do not work as well.

A Trustee Symposium was held in St. John's on September 26, 27 and 28, 1988, and was attended by Mrs. Vera Taylor, Mrs. Beryl Gillingham and Mrs. Donna Head from this Region. Mrs. Roma Hicks from Springdale also attended as a Provincial Board member. The Symposium produced a number of recommendations for the future direction of libraries in Newfoundland. Since that time, we have been saddened by the death of Mrs. Gillingham, who gave much of her time and energy to the provision of library services in the Region and at Norris Arm in particular.

The local librarians' contract and the Imprest System have resulted in a number of responsibilities and a certain amount of work being taken from the Business Office in St. John's and the local boards and given to the regional librarian and the regional staff. This work is very time consuming and perhaps the impending feasibility study on automation will have some suggestions concerning those tasks. Perhaps, also, it will have some suggestions concerning our gathering of statistics on circulation, reference queries, interlibrary loans, in-library use of materials, rotating books, and group and individual library visits among other things.

Some of the tasks mentioned in the above paragraph need perfecting and automation can undoubtedly play its part. However, what is continually needed are workshops and courses to keep staff and trustees abreast with their tasks and responsibilities. We are moving in the right direction when we attempt to do our best to encourage librarians to take courses on the Library Certificate Programme; when we make

sure each beginning librarian has the appropriate amount of training; when we do our best to encourage librarians to attend librarians' workshops; when we have workshops for librarians and trustees as often as is possible.

In summary, it is hoped that some of the time consuming and repetitive tasks that we are now performing can be performed with much more ease and that we can have more time to devote to our major task - that of providing library materials, information and programmes to the people of the Central Region.

GANDER REGION

Our Regional Library System administers 18 public libraries within the Gander Region, with our main resource branch being the Gander Public Library.

The 1988-89 year started off on a negative note with the announcement of cutbacks in staff hours in ten branches.

Despite this, the Gander Region's services increased anyway, with the increases varying from slight to substantial. Circulation of materials has increased by 4 percent; the number of interlibrary loans processed increased by approximately 20 percent; reference queries increased marginally, as did the number of programmes (story hours) offered by our libraries.

All librarian's annual reports indicate a continuous flow of library usage - with special efforts made by them to celebrate library events and promote the library throughout the year.

The Region acquired 4,217 catalogued volumes last year. The board requested that 10 percent of our book budget be spent on children's books for all branches - replacement of old titles as well as the acquisition of new ones for all branches. This was done, as best as our budget would allow. Trying to meet the recreational reading needs of all branches is becoming more difficult each year. Staff and trustees alike have complained to me about "stagnant out-dated book collections". The only solution to this problem is increased adequate funding which would permit me to buy more varied titles, in duplicate, for all branches.

The Lewisporte public library relocated to a larger and more modern building in the fall of 1988. This was a much needed

move, and the librarian and her patrons are now enjoying the improved facility.

Construction began on a new library for Greenspond in May 1988 and was completed in March 1989. The community can now enjoy a beautiful new library and the local board predict a substantial increase in the use of this new building, which can now accommodate class visits, story hour groups, etc.

Our regional system has operated successfully for another fiscal year, despite the restraints placed upon the system. It is the dedication of the staff in this Region, many of whom work volunteer overtime regularly each week in order to maintain an acceptable standard of minimum library service, which permits our figures to grow and our productivity to increase.

I would like to thank all trustees and staff who continue to co-operate and contribute to the growth of the Gander Region.

LABRADOR-NORTHERN REGION

The first few years after the Region's creation in 1985 were obviously busy ones as it tried to meet the needs of the local boards and develop new services. If anyone, however, presumed that there would be an eventual levelling-off of the Region's work, he or she would be surprised by the past year's activity. The obvious tasks are now behind us: what 1988-89 saw were continued efforts to consolidate and expand library services throughout the Region. The work done by a number of local library boards in accomplishing these tasks was indispensable and their efforts are gratefully recognized.

The geographic size of the Labrador and Northern Region imposes severe limits on what any one person can accomplish. Its nine public libraries and two affiliated libraries are spread across western and central Labrador, Upper Lake Melville, the south coast of Labrador and the Northern Peninsula. The Region also serves some 50 other communities and 65 schools through the mail. In comparison, the Region encompasses an area administered (in whole or in part) by seven school boards.

Highlights of the 1988-89 fiscal year are:-

- the Ingornachoix Public Library building in Port Saunders was purchased in January. The local board raised $7,000 to help pay for the new building.

- the North West River Volunteer Library was moved into much better quarters in the Community College.

- the "Agreement of Co-operation" between the CFB Goose Bay base library and the Provincial Public Libraries Board was renewed for a second three-year term, running from 1989 to 1992.

- the L'Anse au Loup library board approached its Town Council to ask that the library be moved into a larger, more suitable space in the Community Centre. As of year's end Council had not made a decision on this request.

- in February, the Roddickton Parent-Teachers Association contacted the regional office asking how they could get a library for their community.

- St. Anthony celebrated its 40th anniversary in November, with a wine and cheese and a talk given by Dr. Ron Rompkey of Memorial University. Mr. Penney, the Provincial Director, also attended.

- children's author Robert Munsch visited Happy Valley-Goose Bay, North West River and Labrador City as part of Children's Book Festival in November.

- in March, $14,000 worth of library furniture was ordered for seven of the Region's libraries.

- circulation increased by 19.2 percent overall, compared to last year, with nine libraries accounting for the higher circulations.

- the number of items borrowed through interlibrary loan increased by 9.6 percent over 1987-88.

- of the population served by the Region's libraries, 38.5 percent are registered borrowers. This is a 10 percent increase over last year.

Local boards have occasionally wondered what their purpose is with the budget controlled by the regional librarian and, most recently, their staffs being unionized. Some have felt that they now exist only to prepare annual reports and quarterly operating reports. The past year has highlighted how important these local boards are in their communities and to the Newfoundland Public Library Service.

The final purchase of the Ingornachoix Public Library building would have been impossible without the local board's successful efforts to raise $7,000 from the general public in Port au Choix, Port Saunders and Hawke's Bay. This task was made more difficult by the fact that two other community groups were fund-raising at the same time for a new hockey arena and the volunteer fire department. Similarly, in L'Anse au Loup it was the board which alerted me to the possibility of moving the library into a more suitable space in the town's Community Centre. It was the local board members who contacted the town councillors to ask then to consider the public library's needs. These community-spirited individuals have a power which a regional librarian can only rarely use: the power of persuasion with their neighbours.

The move of the North West River Volunteer Library is another example of what a library board can accomplish. It was Mrs. Isoble Watts who negotiated with the President of the Labrador Community College for space in the College's North West River campus buildings. The result is a much larger, brighter library which is regularly used by the college students as well as the general public.

The 40th anniversary of the St. Anthony library was an opportunity to pause and thank all those who had worked over the years to make this library so successful. Mrs. Mabel Canning and Mrs. Diane Patey, both former librarians, were recognized for their years of service. The highlight of the anniversary celebration was a public talk given by Dr. Ron Rompkey of Memorial University on, very appropriately, the life of Dr. Wilfred Grenfell.

St. Anthony is far from being alone in having long-standing community support and an active library board. Labrador City and Wabush - one having just celebrated its 25th anniversary last year and the other preparing to follow suit in 1989 - are both excellent models for any library board. The Churchill Falls board operates a very successful school-public library whose activities belie the size of the community its serves. In 1988-89 the Happy Valley-Goose Bay Public Library Board raised over $6,000 in public contributions. Fund-raising is a continuing activity for this board and its librarian year after year. This money is used to pay for some 70 magazine subscriptions (over and above what is supplied by the regional office) and the purchase of additional new books.

By emphasizing the importance of the local library boards, I am not trying to diminish the efforts of the local librarians. It is the librarians who circulate the books,

respond to their patrons' reference queries, carry out the interlibrary loan transactions, give the children's story hours and, often, take on janitorial responsibilities as well. The local boards in this Region are well served by their librarians.

In 1986 I drafted an "Agreement of Co-operation" with the then Base Librarian which would open the base library to all residents of Happy Valley-Goose Bay in return for access to the Region's Exchange Collection and the public libraries' interlibrary loan service. The base library was previously restricted to military personnel and their dependents. The Agreement was subsequently approved by the Provincial Public Libraries Board and the Base Commander and has been an unquestioned success over the past three years. In that time its circulation has steadily risen from 9,095 (86-87) to 10,662 (87-88) to 14,363 (88-89).

I spoke to the Base Administration Officer and the Deputy Provincial Director in the fall to see if either thought that the existing Agreement required any changes before renewing it for a second three-year term. None were suggested and a new Agreement running from 1989 to 1992 was approved in December.

Children's Book Festival is celebrated in November in part by children's authors going on tour across Canada. Previous years saw Marieann Brandis, O.R. Melling, Camilla Gryski and illustrator Alan Daniel visit communities in Labrador and the Northern Peninsula. This year story-teller Robert Munsch visited Happy Valley-Goose Bay, North West River and Labrador City. Visits to other communities were impossible to schedule because Munsch's time was divided between Labrador and the Island.

In Happy Valley and Labrador City the public library readings were moved to more spacious buildings to accommodate the number of people anticipated. In both communities he spoke to hundreds at a time, especially at the school readings. While visiting North West River-Sheshashit he gave an impromptu storytelling to five small children who were in the North West River library.

One measure of the success of Robert Munsch's tour is that for 1989's Children's Book Festival, Labrador will have its own touring author to better meet the demands for an author visit.

In February a member of the Roddickton Parent-Teacher Association contacted me about their desire to have a public

library. In the intervening months I have kept in contact with the PTA and plan to meet with them at the earliest opportunity. Roddickton is located at the head of Canada Bay on the eastern side of the Northern Peninsula. Nearby communities include Main Brook, Conche and Englee; the nearest public library is in St. Anthony.

The regional office continued to be busy through 1988-89. The library technician handled 633 requests by mail for books or information. The Region borrowed 63 items and loaned 570 items in response. In almost every instance the material loaned was obtained from the Labrador City Public Library, the Region's resource library.

Of these requests, 166 were for school assignments (26 percent). The library technician filled 117 by using the Region's resource library for a 70 percent initial fill rate. The remaining 49 requests were passed on to the Provincial Reference and Resource Library. This was the third consecutive year that I had written to every school within the Region alerting their principals to how the public libraries' interlibrary loan service could be used to benefit their students and staff.

The year 1988-89 saw a consolidation of work begun in previous years and a steady improvement in most libraries. Among these the purchase of the library building in Port Saunders, the move of the North West River library to better quarters and the renewal of the three year "Agreement of Co-operation" with the CFB Goose Bay base library.

New initiatives last year included the L'Anse au Loup board's efforts to move their library and the Roddickton PTA's inquiry about getting a public library.

More people in the Region are registered borrowers at their local library and more books and other library materials were circulated than in 1987-88. This is somewhat offset by a decline in circulation in two libraries that has persisted over the past three years. Both, however, have active boards and good librarians so I am certain that solutions can be identified and successfully implemented.

The continuing efforts of all the local librarians, the local boards and the regional office staff are fully recognized and genuinely appreciated by myself: the Region's successes in providing library services are their successes.

WESTERN REGION

The Western Region library board serves an area with a population of approximately 93,000 people, of whom just over 75,000, or 81 percent, live within the effective service areas of the 22 branches. We provide no outreach services to people living beyond the service areas of our branches, other than to respond to individual requests for books or information which we receive through the mail. We do not receive referrals through Provincial Books-By-Mail because it does not serve our Region.

In reviewing last year's Annual Report, I think we can safely repeat exactly what we said at the beginning of that report; namely, 1988-89 has been another year of adjustments and changes, mostly administrative. This year, it was the transfer of sick and annual leave records to the regional offices, and the implementation of an "Imprest System" for the reporting of expenditures by local boards. Setting up procedures for personnel records occupied the better part of last summer and increased the workload of our Clerk Typist Marion Anderson, to whom the duties were then assigned. Around 30 working days per annum are now devoted to these and related duties, which reduces the time Mrs. Anderson has available for other tasks. I have estimated that another 30 workings days or perhaps $6,000 worth of staff time and related costs were devoted this year to the Imprest System - designing and redesigning forms, processing paper and trouble-shooting - for a cash saving of approximately $3,400 in unused grant allotments. We will probably not require so much time now that things are running a little more smoothly.

This year, in spite of an increase in book funds, we are sorry to report that only 6,300 new books have been shipped to branches although more paid from this year's budget may still be in that limbo between Technical Services and their intended destinations. There is always this kind of carry-over between fiscal years and it is impossible to isolate which books were purchased from which budget. This is the fewest number of new books ever recorded, which means that, once again, the increasing average cost of books continues to erode our buying power. At this rate, it is difficult to imagine how we can continue to maintain 22 branches. If this trend does not reverse itself, it would certainly make opening any new branches unthinkable. Even an infusion of "new money" for one new branch would not solve this on-going problem of diminishing buying power and would result in slicing a too small pie into 23 inadequate slices instead of 22.

On the plus side, over 800 books withdrawn from "retiring" stock collections have found their way or are en route to new homes. Many of them will go to Corner Brook to serve as part of the Regional Resource Collection, where they will be more readily available to everyone than when they were in rotating stock. It will be a one-step interlibrary loan rather than two steps. It was gratifying to find out how many of these titles showed up in Fiction Catalog, Public Library Catalog and Canadian Selection, the standard lists of books recommended for public libraries, which means that some phases of our collection development are working well. We have an on-going project of adding our pre-microfiche copies of such titles to the microfiche as we are reallocating them.

This year, we discontinued our Post Pak Deposit Service to schools. However, it's an ill wind that blows no good. We did it mainly to get some more books for the branches. To-date, approximately 900 picture and junior fiction titles have been reassigned throughout the Region. Many of these books were excellent titles in reasonable condition. Some of the good older titles were added to the microfiche; it is hoped they will breathe a little new life into collections that are not being adequately supplemented with new books.

Of the population living within the effective service areas of our public libraries (7 miles for regular services, school bussing zone for joint services), 25,975, or 34.6 percent, are registered at a public library. This falls to about 27.9 percent if all persons in the unserved areas are included. These are acceptable levels.

Circulation for books and magazines for the entire Region remains stable showing a slight increase - less than 1 percent; however, our two largest branches, Corner Brook and Stephenville, have reported 10 percent decreases over last year's figures. Three smaller branches also report significant decreases (Rocky Harbour-26 percent, Cow Head-18 percent and Daniel's Harbour-10 percent). Significant increases of 16 and 18 percent were reported by Stephenville Crossing and Woody Point. An apparent 36 percent increase at Lourdes is not a true reflection of growth as it marks a return by Lourdes to its normal circulation range of 18,000, after an unusual low of 13,500 last year. An apparent increase of 209 percent at Burgeo, or 2.1 circulations per title, is so far out of line with the regional turnover rate of 0.6 circulations per title per year, that I have written to the local board to check into the figures.

This budget year, the Government announced an early retirement package. Three staff members took advantage of this, although their effective retirement dates are not until after the end of the fiscal year. Next year, we will see some rather major changes as these take effect, especially at Corner Brook City Library. All but five of our libraries sent representatives to the Provincial Local Library Staff Workshop in St. John's, in October, and several of our voluntary registrants in the Library Certificate Programme are approaching completion of Level I.

While total interlibrary loans activities appear to have increased, the actual change in total loans and total borrowing has been very slight. We do show a trend toward higher direct branch to branch borrowing and loaning and lower channelling of requests for non-microfiche materials through the regional headquarters. This might be due to increased listings on the microfiche each year. While figures appear to show an enormous increase in "Unfilled requests" and "Fails to supply", I believe this is due more to improved statistics gathering than to an actual change in the situation. Still, I am concerned to see these figures so high (11 percent). Now that we have reasonably accurate figures, I shall be comparing them with the other regions as soon as I can.

Approximately 45 newspaper articles and clippings have been added to our clipping book this year; weekly new book columns continue in the Gulf News and the Western Star and my weekly book interview continues on CBC's Radio Noon. We have observed a trend away from local papers sending reporters to cover many library events, but the papers seem quite willing to run the articles and photos we submit ourselves. Our black and white, polaroid camera has proven invaluable for this purpose. This year's Children's Book Week guests, Robert Munsch and Martyn Godfrey, were featured at three of the most successful library programs we have ever run.

Although official reports are not yet available, Imprest Reports received by April 15 indicate that we will end with almost everyone's budget more or less on target.

In conclusion, I have to say it has been another year of treading water. How are we coping with an increased workload and eroded buying power? The answer is traditional: by reducing services, recycling everything we can, making do and say "no" more times than we care to.

I also had to reduce the number of visitations to branches and to rely to a much greater extent on the telephone for

trying to keep in touch; however, this is not always satisfactory.

We held only three regional meetings this year, partly to keep travel costs down and partly because our office was too swamped with work to cope with preparing for a meeting in January. During the long gap between October and March, the Executive met several times, but I feel that communication with local boards did suffer.

It remains only for me to thank all those staff and board members who have endured the chaos and irritability that seem to accompany all change with their continued good will and good humour. It is appreciated more than they can know.

In spite of all these discouraging non-developments, I am hoping that the coming year will bring us some relief from any further new administrative tasks so that we may have some time to participate in effective planning for automation of some of the more routine of these tasks and to devote some much-needed attention to the collections in local libraries.

ST. JOHN'S LIBRARY SYSTEM

During 1988-89 the St. John's Libraries achieved notable success in its provision of library services:

Adult Request and Interlibrary Loans Service increased quite heavily throughout the year. Requests received for materials increased by 17.8 percent and the number of requests satisfied increased by 13.7 percent over the previous year. With respect to interlibrary loans, requests sent by St. John's to other libraries increased by 19.3 percent, while requests received from libraries outside St. John's increased by 9.6 percent. The general public made much heavier use of the reference service offered by the libraries, increasing usage by 17.7 percent over the last year.

Children's circulation increased in all libraries. A.C. Hunter Children's Library - 4.8 percent, Gosling Library - 4.7 percent, Marjorie Mews Library - 6.6 percent and Michael Donovan Library - 4.6 percent, for a total overall increase from 37.5 percent to 40.8 percent of the total circulation.

Programmes for all age groups attracted many people to all libraries. Regular weekly programmes for toddlers, pre-schoolers and school age children were very popular. Special programmes for children included Hallowe'en Haunted Chamber, papier mache classes, puppet shows, magic shows, movies and the Summer Reading Programme. The branch libraries were involved in a national reading programme, sponsored by Pizza Hut, called Book-It The Book. The reading programme was particularly successful at the Gosling Library, where it aroused and sustained the interest of children in that area. The Soiree '88 Scavenger Hunt attracted 600 participants, of all ages, from Newfoundland and Labrador. The Gosling Library participated in an open house which was hosted by City Hall and attracted over 300 visitors to the library.

Regular class visits by nursery school, day cares and schools were scheduled at all libraries for booktalks, films, stories, and library instruction. In addition, the Gosling Library hosted several class visits for the "English as a Second Language School" introducing the students to a variety of library services.

Outreach activities included Glenda Quinn, Head of the A.C. Hunter Children's Library, speaking to several hundred new mothers at a Welcome Wagon Meeting about library materials

and services available to toddlers and pre-schoolers. Harriet Mercer, Co-ordinator for Branch Libraries and Special Collections, met with YM/YWCA's Youth Training Group as a resource person to discuss librarianship as a career and to encourage these young people to remain in school. Joan Wheeler, Head of Adult Reserves and Interlibrary Loans, undertook a column for the Evening Telegram's Sunday newspaper, patterned after a similar column being written by the Vancouver Public Library, which notifies readers of new adult books that have been received by the St. John's Libraries. Since last fall, board member Bernice Morgan has been writing a column in the Saturday Evening Telegram. This column entitled "Books for You" highlights a variety of adult and children's books currently available in the St. John's Libraries. In December, 1988, contact was made with Roxanne Estey, Promotional Manager of Kid Stuff, an ASN television programme produced in Halifax and as a result, St. John's children's library programmes are now advertised on that network. Gail Hogan, Co-ordinator of Children's Services, went to numerous schools, day cares, nursery schools and the MUN Art Gallery to do special programmes and promote Children's Book Week, which enabled authors Robert Munsch and Martyn Godfrey to do numerous readings in schools and libraries across Newfoundland and Labrador.

Staff Development included Gail Hogan attending the June, 1988, Canadian Library Association Conference, in Halifax, where she attended a number of sessions on children's library services and library promotion. In October, 1988, three Library Clerks Arlene Yetman, Anne MacDonald and Marnie Power attended various sessions at the Local Librarians' Workshop, entitled "Reaching Out Into the Community". At this workshop, sponsored by the Provincial Public Libraries Board, Glenda Quinn conducted a session on library displays and Gail Hogan conducted one on story hours. In January, 1989, Harriet Mercer, Joan Wheeler and Gail Hogan attended a seminar offered by the Public Service Commission on the Recruitment and Selection of Employees. In March, 1989, Harriet Mercer and Joan Wheeler attended a workshop on surveys which was given by Statistics Canada.

Grants received by the St. John's Libraries enabled the libraries to undertake projects which they would normally not have had funds for. A Challenge '89 Grant enabled the A.C. Hunter Adult Library to hire two students to begin stocktaking adult books. This project, overseen by Harriet Mercer, allows the library to provide more accurate information on book stock to its patrons. Children's services received a Soiree '88 Grant which allowed them to co-ordinate a Scavenger Hunt, open to children and adults

province-wide. The objective of this project was to heighten awareness of libraries in Newfoundland and Labrador. Children's services were also the grateful recipients of a $3,000 grant provided by the British Consulate in order to purchase children's books published in Britain. In recognition of the City of St. John's centenary year, the British Consulate made this grant available to children's services in order to provide additional books to the children of St. John's.

While the St. John's Libraries have experienced an increase in activity related to public relations and outreach activities, in some ways it has been a particularly turbulent year for the library system with several senior staff retirements and long-term illnesses. Nevertheless, in spite of these difficulties the staff have worked as a team to overcome these obstacles. They are to be congratulated and thanked for their hard work and unfailing support in what has been a very demanding year.

The support and commitment of the St. John's Library Board has been much appreciated. In particular, two outgoing members Ann Palmer, Chairman, and Bernice Morgan, author of the Books For You column, are to be commended for their very generous support and commitment to the St. John's Libraries over the past three years.

Thanks are extended to the St. John's Municipal Council for its continued support, to the media for their co-operation in promoting library services, to the volunteers who helped with the booksale and sale of tickets on the Donna Clouston silk banner, to the Provincial Administration and to the staff of other departments, all of whom eased the services to the residents of St. John's.

PUBLIC LIBRARIES BOARD
STATEMENT OF REVENUE AND EXPENDITURE
FOR THE YEAR ENDED 31 MARCH 1989

	1989	1988
REVENUE		
Operating Grants		
Province of Newfoundland	$5,482,100	$5,024,000
City of St. John's	20,000	20,000
Government of Canada	8,255	--
Other Revenue		
Donations-Service Clubs & General Public	5,581	5,603
Sale of Photocopies	14,880	12,156
Miscellaneous	201	4,023
	$5,531,017	$5,065,782
EXPENDITURE		
Advertising	1,147	1,336
Books	645,761	587,458
Periodicals	176,598	164,156
Computer Services	80,379	104,997
Conferences & Workshops	45,617	16,084
Freight & Postage	58,284	51,752
Grants to Local Libraries	221,973	200,890
Heat and Light	38,922	34,501
Insurance	29,862	28,934
Miscellaneous	7,940	7,609
Office & Library Supplies	98,323	86,558
Printing	14,013	11,087
Rental of Equipment	58,448	55,789
Rental of Premises	165,078	160,623
Repairs & Maintenance	36,685	34,264
Salaries	3,840,253	3,327,218
Security & Janitorial Services	13,897	13,273
Staff Development	7,827	6,511
Telephone & Envoy	55,945	48,752
Travel	108,064	84,513
	$5,705,016	$5,026,305

N.B. Financial Statement Subject to Audit

STATISTICS 1988-89

NAME	SERVICE POINTS	POPULATION	BOOKSTOCK	CIRCULATION	REGISTERED BORROWERS
AVALON REGION	22	80,251	146,620 (145,676)	292,831 (297,962)	19,249 (18,413)
BONAVISTA-BURIN REGION	11	39,166	89,807 (82,437)	178,522 (167,634)	10,407 (9,328)
CENTRAL REGION	19	44,240 ~~42,401~~	179,306 (176,768)	267,059 (282,038)	17,366 (16,187)
GANDER REGION	18	41,576	147,345 (143,690)	240,334 (230,367)	16,890 (16,050)
LABRADOR-NORTHERN REGION	9	29,959 ~~30,703~~	115,231 ~~102,865~~ (112,068)	179,527 (150,536)	11,605 (10,492)
PROV. BOOKS-BY-MAIL	1	N/A	20,600 (20,000)	47,638 (45,615)	3,307 (N/A)
PROV. REFERENCE & RESOURCE LIBRARY	1	N/A	85,838 (83,942)	4,245 (10,168)	N/A (N/A)
ST. JOHN'S LIBRARIES	4	100,000	116,329 (115,930)	377,658 (381,136)	13,391 (14,303)
WESTERN REGION	22	75,106	205,189 (209,552)	384,900 (380,948)	25,975 (23,657)
TOTALS	107	410,298 ~~407,283~~	1,106,265 ~~1,093,899~~ (1,090,069)	1,972,714 (1,946,404)	118,190 (108,430)

NAME	HOURS OPEN	ILL TRANSACTIONS	REFERENCE ENQUIRIES	LIBRARY VISITS	IN-LIBRARY MATERIAL USE
AVALON REGION	20,097 (19,090.5)	4,371 (4,709)	15,130 (15,958)	174,032 (160,637)	298,275 ~~293,275~~ (243,800)
BONAVISTA-BURIN REGION	11,570 (10,608)	1,912 (1,629)	8,684 (10,965)	86,725 (83,200)	307,450 (237,100)
CENTRAL REGION	16,328 (17,368)	4,405 ~~5,189~~ (5,302)	23,132 (19,355)	188,750 (166,000)	759,075 (696,800)
GANDER REGION	15,298 (15,854.5)	6,263 (5,041)	24,249 (24,099)	171,470 (190,565)	319090 ~~345,023~~ (250,675)
LABRADOR-NORTHERN REGION	11,466 (10,972)	1,887 (1,905)	17,909 ~~16,607~~ (15,390)	163,925 (102,825)	351,375 (246,625)
PROV. BOOKS-BY-MAIL	1,820 (1,820)	N/A (N/A)	N/A (N/A)	N/A (N/A)	N/A (N/A)
PROV. REFERENCE & RESOURCE LIBRARY	3,172 (3,172)	5,745 (5,402)	22,355 (22,669)	36,525 (37,150)	123,075 (149,000)
ST. JOHN'S LIBRARIES	11,596 (11,388)	4,061 (3,095)	15,163 (12,883)	189,425 (236,250)	105,050 (128,200)
WESTERN REGION	20,795 (21,674)	7,515 (7,051)	36,863 (22,138)	340,564 (376,198)	839,297 (873,390)
TOTALS	112,142 (111,938)	36,159 ~~36,987~~ (34,134)	163,485 ~~162,183~~ (143,457)	1,351,416 (1,352,825)	3,102,687 ~~3,123,620~~ (2,825,590)

NAME	LIBRARY PROGRAMME ATTENDANCE	CLASS VISITS
AVALON REGION	4,975 (7,788)	267-4,687 (N/A)
BONAVISTA-BURIN REGION	2,219 (2,159)	153-3,031 (137-3,498)
CENTRAL REGION	6,617 (4,895)	620-9,092 (478-9,798)
GANDER REGION	4,052 (3,821)	1,292-25,933 (1,652-45,422)
LABRADOR-NORTHERN REGION	4,218 (3,521)	114-1,488 (N/A)
BOOKS-BY-MAIL	N/A (N/A)	N/A (N/A)
PROV. REFERENCE RESOURCE LIBRARY	N/A (N/A)	33-1,009 (22-715)
ST. JOHN'S LIBRARIES	9,605 (9,626)	N/A (N/A)
WESTERN REGION	3,729 (4,353)	1,154-17,328 (1,214-20,482)
TOTALS	**35,415** (36,163)	**3,633-62,568** (3,503-79,915)